



approved 7 November 2018

Complaints Procedure

CRC is many schools but one club; we all support each other as per our [Code of Conduct](#).

CRC is committed to supporting people associated with our sport to make and resolve any complaints they may have in a fair, timely and effective way.

We will endeavour to deal with complaints on a confidential basis. We will not provide information about the complaint to another person without the complainant's consent, except if the law requires us disclose this information or it is necessary to properly deal with the complaint. To ensure fairness for everyone involved, we will provide the full details of the complaint to the person or people against whom the complaint has been made and ask for their response. As a result, it may be difficult for us to resolve complaints made anonymously.

CRC supports a culture where constructive solutions are always offered when raising a complaint.

Step 1: Talk with the other person

As a first step, you should try to sort out the problem with the person or people involved.

Step 2: Contact a Coach / Coordinator / Committee Member

If:

- ☐ you are not sure how to handle the problem by yourself;
- ☐ you want to talk confidentially about the problem with someone and obtain more information about what you can do; or
- ☐ the problem continues after you tried to approach the person or people involved.

The Coach's / Coordinator's / Committee Member's role is to:

- ☐ take confidential notes about your complaint;
- ☐ try to find out the facts of the problem;
- ☐ ask what outcome/how you want the problem resolved and if you need support;
- ☐ provide possible options for you to resolve the problem;
- ☐ explain how the complaints process works;
- ☐ act as a support person if you so wish;
- ☐ maintain confidentiality.

Step 3: Outcomes from initial contact

After talking with the Coach / Coordinator / Committee Member you may decide:

- ☐ there is no problem, or the problem is minor and you do not wish to take the matter forward, or if you'd like to use an agreed impartial person to work out a resolution; or
- ☐ to resolve the matter through a formal approach.

Step 4: Making a Formal complaint

If your complaint is not resolved or informal approaches are not appropriate or possible, you may make a formal complaint in writing to the CRC President.

Step 5: Hearing and Resolution

If you decide to make a formal complaint in writing under Step 4, the Management Committee will review the material provided and make an appropriate determination at their discretion and in accordance with the CRC Constitution. Note that the Management Committee itself may be referred to Rowing Queensland.